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PUBLIC WATER SYSTEM SECURITY RESPONSE PROTOCOLS¹

SECURITY MEASURES

- A. Encourage your local law enforcement agency to visit your facility to become familiar with it and to increase or modify their surveillance activities.
- B. Perform regular inspections of your facility to assess security status. Document date, time and conditions found. Conduct inspections at random times and days, so an identifiable schedule cannot be determined by someone with adverse intent.
- C. Develop or update emergency response plans.

SECURITY PROCEDURES: *Suspicious activity identified*

- A. **Unusual vehicular traffic, telephone threats, and apparent surveillance activities at or near the facility:**
 - i. Document date, time, vehicle description, license plate number, and number of occupants.
 - ii. Summarize observed facts and report to law enforcement agency. Keep record for file.
 - iii. Telephone threat: make note of voices, tones, background, accents and any emotional perceptions.
 - iv. **Call local authorities and the Maine Drinking Water Program (DWP) at 287-2070 weekdays or 557-4214 weekends, nights and holidays.**
- B. **Unauthorized Entry to Facility:**
 - i. Affected portion of the system should be isolated when practical.
 - ii. Preserve the crime scene, minimize activities in the area, and protect responders.
 - iii. **Call 911 or local law enforcement** officer, require local office to communicate concerns to superior and Maine State Police (MSP) that reported incident may be more than vandalism. MSP has a statewide intelligence collection system to determine if others are targets.
 - iv. **Call the DWP at 287-2070 weekdays or 557-4214 weekends, nights and holidays.**
- C. **Unauthorized Access to Water Confirmed:**
 - i. Affected portions of the water system should be shut down or isolated when practical.
 - ii. **Call 911 or local law enforcement**, preserve crime scene, protect responders.
 - iii. **Call DWP at 287-2070 weekdays and 557-4214 weekends, nights, and holidays.**
DWP will contact MSP at 1-800-452-4664. MSP advises Maine Emergency Management Agency and if necessary will activate the 11th Civil Support Team for evaluation and potential testing.
 - iv. Issue "DO NOT DRINK ORDERS," when the risk to public health is suspected.
 - v. **Consult with the DWP before resuming normal service.**

¹ Revised Date: June 8, 2005

TOP TEN LIST

WATER SYSTEM SECURITY AND EMERGENCY PREPAREDNESS

1. **Perform a vulnerability assessment** to effectively uncover your system's vulnerable points in order to successfully secure your facility.
2. **Prepare (or update) an Emergency Response Plan.** Plans should be reviewed annually and all employees must receive adequate training to effectively carry out the emergency plan, thereby becoming familiar and confident with their roles in an emergency situation.
3. **Post emergency contact numbers** at your facilities, in your consumer confidence reports, customer bills, web pages and any other highly visible area such as the office, pump-house, and on your vehicles. All personnel should have updated emergency contact numbers, which should be shared with your local law enforcement and response officials.
4. **Get to know your local law enforcement** and ask them to add your facilities to their routine rounds. Practice emergency response procedures with local law enforcement, emergency responders and public health officials.
5. **Fence vulnerable areas** at your drinking water facilities (e.g., wellheads, manholes, pump-house, treatment buildings and storage tanks).
6. **Lock** all access points to your facility (e.g., access gates, doors, windows, hatches, finished water). Also, lock monitoring wells to prevent vandals or terrorists from pouring contaminants directly into ground water near your source. Set alarms to indicate illegal entry.
7. **Install motion activated lights** around the perimeter of the pump-house, treatment facility and parking lot.
8. **Limit access to your water system.** Do not allow anyone unassociated with your system to enter or wander around your facility. Verify the identity of delivery people. Request strangers to leave, or call local law enforcement if you have trespassers.
9. **Monitor water quality** aggressively and be observant for unusual conditions including signs of intrusion and/or contamination (unusual water color, odors, sheens, fish kills and sudden increased chlorine demand).
10. **In the event of an emergency** follow your emergency response plan and don't forget to contact your state drinking water regulatory agency.

**Remember to contact the Drinking Water Program
for assistance with security issues and concerns
207-287-2070**